

New rates for roaming calls to value-added (VAS) service numbers (only for new Scarlet customers subscribing after 12 July 2023 and customers who have been informed of the transfer of their data to Proximus IT infrastructure)

From 1 January 2024 on, when roaming, a single, transparent per-minute rate per zone to any VAS number, instead of variable rates from €0 to €12.10 incl. VAT /min incl. VAT) set by the operator of the country visited.

- From the EU zone and Zone 1: €3/min incl. VAT
- From the Exception zone: €6.17/min incl. VAT

EU zone

Austria, Andorra, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Gibraltar, Germany, Greece, Guadeloupe, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Martinique (French West Indies), Mayotte, Monaco, Netherlands, Norway, Poland, Portugal, Réunion (La), Romania, Saint Barthélemy (French West Indies), Saint Martin, San Marino, Slovakia, Slovenia, Spain, Sweden, United Kingdom.

Zone 1

Afghanistan, Albania, Algeria, Anguilla, Antigua and Barbuda, Argentina, Armenia, Aruba, Australia, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbados, Belarus, Belize, Benin, Bermuda, Bolivia, Bosnia-Herzegovina, Botswana, South Africa, Brazil, British Virgin Islands, Brunei, Burkina Faso, Cambodia, Cameroon, Canada, Cape Verde, Cayman Islands, Central African Republic, Chad, Chile, China, Colombia, Congo, Congo (Democratic Republic of), South Korea, Costa Rica, Côte d'Ivoire, Dominica, Ecuador, Egypt, El Salvador, Fiji, French Polynesia, Gabon, Gambia, Georgia, Ghana, Greenland, Grenada, Guatemala, Guernsey, Guinea, Guinea-Bissau, Guyana, Haiti, Honduras, United States of America, Hong Kong, Isle of Man, Faroe Islands, US Virgin Islands, India, Indonesia Iran, Iraq, Israel Jamaica + Caribbean, Japan, Jersey Jordan, Kazakhstan, Kenya, Kosovo, Kuwait, Kyrgyzstan, Laos, Lesotho, Liberia, Macao, Northern Macedonia, Madagascar, Malawi Malaysia, Mali, Mauritania Morocco, Mauritius, Mexico, Moldavia, Mongolia, Montenegro Montserrat, Mozambique, Myanmar Nauru, Namibia, Nepal, Netherlands Antilles (Bonaire, Curaçao, St-Maarten), Nicaragua, Niger, Nigeria, Pakistan, Palestinian Territory, Panama, Papua New Guinea, Dominican Republic, New Zealand, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Russian Federation, Rwanda, Saint Kitts and Nevis, Saint Lucia, Samoa, Saudi Arabia, Senegal, Serbia, Seychelles, Sierra Leone, Singapore, Sudan, Saint Vincent and the Grenadines, South Sudan, Sri Lanka, Switzerland, Suriname, Eswatini (Swaziland), Tajikistan, Taiwan, Tanzania, Thailand, Timor-Leste, Togo, Tonga, Trinidad and Tobago, Tunisia, Turkey, Turks and Caicos Islands, Uganda, United Arab Emirates, Ukraine, Uruguay, Uzbekistan, Vanuatu, Vietnam, Yemen, Zambia, Sint Maarten (Dutch part).

Exception zone

Angola, Burundi, Comoros, Cuba, Djibouti, Equatorial Guinea, Ethiopia, Guam, Lebanon, Libya, Maldives, New Caledonia, Oman, Solomon Islands, Somalia, Syria, Venezuela, Zimbabwe, Bhutan, St Pierre and Miquelon, Sao Tome and Principe, Turkmenistan, Falkland Islands, cruise ships and ferries, satellites.